

ABSTRACT

Systems and techniques are described for the management of a business organization's customer-related communications. One system is described that includes a central server computer, at least one originator terminal connected to the central server computer, at least one owner terminal connected to the central server terminal, and a database accessible by the central server computer. The originator terminal receives from an originator a submission containing customer-related information and transmits the submission to the central server computer. The submission includes a designation of a category of the submission, customer information, and an identified business issue.

Based upon the submitted information, the system automatically assigns an owner to the submission, stores the submission in the database, and informs the owner of the assignment. The owner then develops a response to the submission and documents the response by using the owner terminal to access and updating the submission. The updated submission is then stored in the database.